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ABSTRACT

As part of a study sponsored by the National Food Brokers Association, a survey of Johnson County Community College (JCCC) students was conducted to determine their perceptions of hospitality management and the factors that might deter them from choosing careers in that field. The survey instrument, distributed in the college commons by members of JCCC's hospitality management program, asked students to rate the desirability of 31 management occupations in terms of working conditions, hours, pay, and interest level. The list included 14 hospitality occupations and 17 other management positions requiring two years of college or less. Additional questions focused on students' characteristics and experiences in the food service industry and asked which criteria were important in choosing a career. Selected findings, based on 139 completed questionnaires, indicated that 22% of the respondents were currently working in the food service industry, and that 56% of the women and 74% of the men had worked in this area at one time. Most respondents described their experiences negatively, and only 25% said they would consider a career in food service. Similarly, the students rated hospitality jobs relatively low, with the exception of "glamour" jobs, such as resort or country club management. Pay and interest were considered the most important factors in career selection. (JP)

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An Occupational Interest Survey For Hospitality Management Positions

Prepared in cooperation with the
Hospitality Management Program Coordinator
Sponsored by the National Food Brokers Association

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June 1980
Office of Institutional Research

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AN OCCUPATIONAL INTEREST SURVEY
FOR HOSPITALITY MANAGEMENT POSITIONS

ABSTRACT

An occupational interest survey was developed and administered to 139 students at Johnson County Community College during Spring 1980. The survey was one component of a larger assessment of attitudes toward hospitality occupations sponsored by the National Food Brokers Association. Some findings from the survey are cited below.

- Twenty-two percent of the students surveyed were currently working in the food service industry.
- In choosing a career, students would most often consider the factors of pay (53%) and interest level (45%).
- Hospitality management jobs were often rated low in pay and interest level. Those that received high ratings tended to be "glamour" jobs.
- Over half the women (56%) and nearly three-fourths of the men (74%) had worked in the food service industry.
- Half of the women and 72 percent of the men who had worked in food service described their experience negatively.

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AN OCCUPATIONAL INTEREST SURVEY FOR HOSPITALITY MANAGEMENT POSITIONS

I. INTRODUCTION

The Food Service industry is among the largest and fastest growing in the United States. Nearly four million people were employed in food service occupations in 1976. Nevertheless, turnover is high and concerns many within the industry. As the industry continues to expand, the need for effective management personnel will become acute. Attracting competent young managers to the industry is essential to its effectiveness. Students' attitudes toward the industry, therefore, are very important since they will likely influence the number and types of persons entering management training programs in the next few years.

In order to study students' attitudes toward the hospitality industry, the coordinator of Johnson County Community College's hospitality management program proposed a comprehensive assessment in the Kansas City area. The study, which was funded through the National Food Brokers Association, had four components:

1. Analysis of data from a survey of nearly 2000 high school juniors and seniors from Johnson County high schools conducted by JCCC's Office of Institutional Research.

2. Analysis of survey data collected from the metropolitan Kansas City Boy Scouts of America chapters.

3. A survey of current employees conducted through the Kansas and Missouri restaurant associations.

4. A survey of college students conducted at JCCC through the Hospitality Management program and the Office of Institutional Research.

The current report summarizes the procedure and major results of the final component of the study. The Office of Institutional Research assisted the coordinator of the Hospitality Management Program in the design of the survey; students in the program administered the survey; and the Office of

Institutional Research prepared data summaries and completed this report. (A report covering all four components of the study was prepared by the coordinator of the Hospitality Management program.)

II. METHODOLOGY

Survey Design

The survey was designed to determine students' perceptions of hospitality management and to explore factors that might deter students from choosing careers in hospitality management. A list of 31 management related occupations was developed and students were asked to rate each in terms of working conditions, hours, pay, and interest level. Ratings were given on five-point scales ranging from (1) excellent, much better than most jobs to (5) poor, much worse than most jobs. Fourteen hospitality management occupations selected by the program coordinator were included on the list with 17 other jobs requiring two years or less of college. Following the ratings, respondents were asked to choose the three jobs from the list that would be of most interest to them.

Other questions asked about students' experiences in the food service industry and whether they would consider jobs in the industry. The first part of the survey collected basic demographic information, employment information, and had an open-ended question asking students to describe the important things they would consider in choosing a career.

Survey Administration

Students from the hospitality management career program distributed the surveys. They set up a table in the lobby area of the College Commons and offered students a large chocolate chip cookie as an incentive for completing the survey.

III. RESULTS

Demographic Characteristics (Table 1)

Most of the survey respondents were younger students; 91 percent were 24 years or younger. A majority of the students were employed (81%). Most of those who were employed worked at least 20 hours per week (82%). A substantial percentage were employed in the food service industry (22%). In fact, food service was the most common area of employment except for sales (41%). Only ten percent of the students intended to keep the jobs they had and 62 percent intended to change to a job in a different field.

Job Characteristics Cited as Important in Career Choice (Table 2)

Categorization of student responses to an open-ended question regarding important considerations in their career choice showed six factors that were mentioned as important by ten percent or more of the respondents. These were: money (53%), interesting work (45%), working conditions (14%), job security (12%), advancement potential (11%), and hours (10%). Interesting work and working conditions were more often mentioned by women than men (51% of women mentioned interesting work and 19% working conditions compared to only 38% and 7% of men).

Ratings of specific Jobs (Tables 3 and 4)

Respondents rated 31 jobs in terms of four characteristics: working conditions, hours, pay, and interest level. These characteristics were rated on five point scales ranging from Excellent (1) to Poor (5).

Working Conditions. Jobs with working conditions rated good or excellent by one third or more of female and male respondents are shown on the next page.

Female	Male
Pilot (56% good or excellent)	Pilot (50% good or excellent)
Resort Management (56%)	Country club manager (50%)
Country club manager (55%)	Computer programmer (50%)
Manager of exclusive clothing store	Manager of gourmet restaurant (48%)
Computer programmer (53%)	Executive chef (43%)
Racquetball club manager (49%)	Manager of exclusive clothing store (37%)
Manager of gourmet restaurant (47%)	Head nurse (37%)
Head Nurse (44%)	Racquetball club manager (37%)
Plant store manager (42%)	Food service manager of steamship liner (34%)
Executive chef (39%)	Hospital food service manager (33%)
Manager of theme restaurant (39%)	
Airline catering manager (39%)	
Food service manager for steamship liner (35%)	
Motel manager (34%)	
Management trainee in large retail sales company (34%)	

Although women were more likely to rate jobs favorably, nine out of ten jobs from the men's list also appeared on the women's list. Thus, there was some agreement regarding the relative desirability of working conditions for the jobs. Eight of the fifteen jobs rated highest by women were in the hospitality management industry as were six of the ten rated highest by men. Since there were slightly fewer hospitality jobs included on the survey (14 vs. 17), this would indicate that hospitality management jobs compare favorably to other jobs in working conditions.

Jobs rated as having poor working conditions by one-fourth or more of the women were: service station manager (40%), manager of fast food restaurant (38%), foreman-construction (28%), lead mechanic in a car dealership (25%), hospital food service manager (26%), cafeteria manager (26%) and warehouse manager (25%). Men felt poorest working conditions existed in manager-disco (27%), service station manager (26%) and manager of theme restaurant (25%).

Hours. There was less variation in ratings of hours for the jobs included on the survey. Only five were rated good or excellent by one-third of the women, and two by the men. The jobs were pilot (33%-women, 42%-men), computer programmer (37% - both), country club manager (36%-women, 25%-men), manager of gourmet restaurant (35%-women, 26%-men), and racquetball club manager (33%-women, 24%-men).

Two jobs were rated as having poor hours by over one-fourth of both the women and men: service station manager (34%-women, 30%-men) and police lieutenant (37%-women, 28%-men). Three other jobs received poor ratings on hours from one-third of the women: manager of fast food restaurant (39%), fire chief (34%) and manager-disco (33%).

Pay. Eight of the jobs on the survey were rated as having above average pay by at least one-third of both women and men. They were:

Pilot (71%-women, 64%-men)
Computer programmer (66%, 53%)
Foreman-construction (58%, 43%)
Country club manager (49%, (45%)

Executive chef (43%, 51%)
Manager of gourmet restaurant (45%, 42%)
Manager of exclusive clothing store (39%, 41%)
Lead mechanic in a car dealership (39%, 33%)

In addition, one-third of the women felt the following jobs would provide good or excellent pay:

Head Nurse (55%, 32%)
Resort Management (45%, 22%)
Airline catering manager (40%, 22%)
Fire chief (35%, 18%)
Racquetball club manager (33%, 24%)

Three jobs were rated as paying poorly by one-fourth of the women: service station manager (37%), manager of fast food restaurant (32%) and college food service manager (26%). The two jobs similarly rated by males were police lieutenant (29%) and service station manager (25%).

Interest Level. Ten of the jobs on the survey were considered to have good or excellent interest level by at least one-third of the women and the men. They were:

Pilot (61%-women, 58%-men)
Nurse (51%, 43%)
Resort management (57%, 35%)
Computer programmer (37%, 49%)
Racquetball club manager (44%, 35%)

Manager of gourmet restaurant (41%, 35%)
Executive chef (39%, 35%)
Plant store manager (39%, 35%)
Police lieutenant (37%, 37%)
Food service manager for a steamship liner (36%, 38%)

Three other jobs were rated high in interest level by one-third of the women: manager of exclusive clothing store (44%-women, 28%-men), manager of theme restaurant (33%, 27%), and airline catering manager (33%, 29%). Additional jobs rated high by men were: lead mechanic in a car dealership (36%-men, 29%-women), manager of computer gaming center (36%, 20%), manager-disco (35%, 27%), country club manager (35%, 32%), hospital food service manager (33%, 8%) and fire chief (33%, 32%).

Female respondents were much more likely than males to rate jobs as poor in interest level. Ten jobs were rated poor by one-third of the women compared to only three for the men. The ten jobs receiving poorest ratings from the women are listed below. (Since six of the seven jobs ranked worst by the men are included in the women's list only one list will be presented).

Manager of fast food restaurant (57%-women, 32%-men)
Service station manager (54%, 41%)
Hospital food service manager (49%, 26%)
Cafeteria manager (47%, 34%)
College food service manager (42%, 32%)

Coffee shop manager (41%, 32%)
Manager of computer gaming center (40%, 20%)
Warehouse manager (38%, 16%)
Lead mechanic in a car dealership (37%, 22%)
Manager-disco (33%, 33%)

The rankings of jobs according to interest level indicate that many hospitality management jobs are viewed as uninteresting, especially by women. The hospitality management jobs that received high ratings in interest level tended to be the more "glamorous" types of jobs (e.g. resort management, manager of gourmet restaurant).

Interest in Jobs (Table 5)

Following the ratings of job characteristics, respondents were asked to indicate the three jobs from the list that would be of most interest to them. Six jobs were chosen by more than 20 percent of the women. They were:

Resort Management (35%)
Head Nurse (26%)
Pilot (24%)
Manager of exclusive clothing store (23%)
Racquetball club manager (21%)
Computer programmer (21%)

All of these jobs were rated as good or excellent in pay, interest level, and working conditions by at least one-third of the women.

Jobs of interest to more than 20 percent of the men were:

Pilot (49%)
Computer programmer (31%)
Resort management (28%)

Pilot and computer programmer were the jobs most often rated good or excellent in all four rating categories. Resort management, however was rated lower than some other jobs on the various categories. For example, executive chef, lead mechanic, country club manager, food service manager for a steamship liner, head nurse and racquetball club manager received a higher percentage of good or excellent ratings than did resort management. Perhaps the possibility of working and living in an idyllic or exciting setting overcame the other factors.

Thirteen jobs were chosen by five percent or fewer of the female respondents. Of those 13, seven were jobs in hospitality management. The other six were jobs that could be viewed as stereotypically male jobs: service station manager, warehouse manager, hardware store manager, lead mechanic in a car dealership, foreman-construction, and manager of computer gaming center.

Fifteen jobs were chosen by five percent or fewer of the male respondents. Hospitality managment jobs accounted for nine of the fifteen. All three of the jobs never chosen were hospitality management jobs as were four of the seven chosen by only one male.

In general, then, popular hospitality management jobs were those associated with glamorous locations (e.g. resorts, country clubs). Other jobs in hospitality management were relatively unpopular.

General Impressions of Food Service Industry (Table 6)

The final page of the questionnaire assessed respondents' experiences in the food service industry and their impressions of the industry. They were asked whether they had ever worked in food service, to briefly describe their experience, and whether they would consider a career in food service.

Over half (56%) of the women and nearly three-fourths (74%) of the men had worked in the food service industry. Women were most commonly employed as counter help in fast food restaurants or as waitresses. Men were more likely to be employed as fry cooks.

Respondents' descriptions of their experiences were analyzed and classified as either positive or negative. Half of the women who responded described their experiences negatively as did 72 percent of the men. Most complaints centered around the monotonous or hectic nature of the jobs. Apparently, these early experiences affected their perceptions

of hospitality management jobs and their willingness to consider such jobs. Approximately 22 percent of the women and 25 percent of the men said they would consider a career in the food service industry.

IV. CONCLUSION

Many jobs in hospitality management were viewed rather negatively in terms of pay and interest level. At least part of this impression appears to be the result of early experiences in the food service industry. Nearly two-thirds (64%) of the survey respondents had worked in food service. Usually, their jobs were in the least skilled areas (probably part-time jobs in high school) and many reported negative experiences.

Part of these negative feelings toward the industry might be overcome if these part-time student helpers were given orientations showing the relationships among the various jobs in the restaurant and information about management jobs and the skills required to be a manager. Varying job assignments periodically might also help. In summary, the food service industry attracts large numbers of young people seeking part-time jobs while in high school and college. In order to keep them interested in the industry, efforts should be made to educate them while they are on the job. They need to be taught that there is more to the food service industry than working the counter or cooking french fries. An excellent time to accomplish this would be while they are actually working in the industry.

References

Johnson County High School Students - Goals, Perceptions, and Aspirations. Johnson County Community College, Overland Park, Kansas, December 1979.

Occupational Outlook Handbook, 1978-1979 Edition. United States Department of Labor, Bureau of Labor Statistics, 1978.

TABLE 1

DEMOGRAPHIC CHARACTERISTICS OF STUDENTS
RESPONDING TO OCCUPATIONAL INTEREST SURVEY

	Females (N=78)	Males (N=61)	Total (N=139)
Ages			
17-19	64%	59%	62%
20-24	27	33	29
25-29	4	3	4
30+	5	5	5
Employed:			
Yes	76%	89%	81%
No	24	11	19
Hours worked per week			
Less than 15	12%	9%	11%
15-19	10	4	7
20-24	26	30	28
25-29	17	11	14
30+	35	46	40
Type of Job			
Food Service	21%	23%	22%
Clerical	7	2	5
Sales	53	29	41
Health Related	6	0	3
Technical-Mechanical	2	22	11
Labor	0	20	10
Crafts	4	0	2
Art/Music	0	2	1
Services	7	2	5
Intend to change jobs			
Yes, in same field	33%	23%	28%
Yes to a different field	57	67	62
No	10	10	10

TABLE 2

JOB CHARACTERISTICS CITED AS IMPORTANT IN CAREER CHOICE

	Females	Males	Overall
Money	54%	51%	53%
Advancement Potential	10	11	11
Challenge	9	8	9
Hours	8	13	10
Working Conditions	19	7	14
Job Security	10	13	12
Interesting Work	51	38	45
Location	4	5	4
Other	47	48	47

TABLE 3

PERCENTAGE OF FEMALE RESPONDENTS
GIVING RATINGS OF GOOD OR EXCELLENT

Job	Characteristic Rated			
	Working Conditions	Hours	Pay	Interest Level
Manager-Disco	29%	21%	28%	27%
Police Lieutenant	22	22	24	37
Executive Chef	39	29	43	39
Lead Mechanic - Car Dealership	26	24	39	29
Resort Management	56	32	45	57
Pilot	56%	33%	71%	61%
Foreman-Construction	12	30	58	18
Hospital Food Service Manager	27	17	15	8
Manager-exclusive clothing store	53	27	39	41
Manager-fast food restaurant	14	12	8	11
Fire Chief	30%	9%	35%	32%
Manager-gourmet restaurant	47	35	45	41
Service Station Manager	12	13	11	13
Country Club Manager	55	36	49	32
Manager-computer gaming center	25	16	19	20
Management Trainee-Hotel Corporation	28%	22%	24%	21%
Manager-discount clothing store	26	23	17	12
Food Service Manager-steamship liner	35	22	30	36
Warehouse Manager	12	18	26	8
Manager-theme restaurant	39	24	44	33
Head Nurse	44%	25%	55%	51%
Cafeteria Manager	11	14	9	10
Racquetball Club Manager	49	33	33	44
Airline Catering Manager	39	29	40	33
Hardware Store Manager	15	15	14	15
Motel Manager	34%	19%	29%	27%
Coffee Shop Manager	18	12	7	8
College Food Service Manager	15	10	7	9
Plant Store Manager	42%	31%	16%	39%
Management Trainee-retail	34	18	28	31
Computer Programmer	53	37	66	37

TABLE 4

PERCENTAGE OF MALE RESPONDENTS
GIVING RATINGS OF GOOD OR EXCELLENT

Job	Characteristic Rated			
	Working Conditions	Hours	Pay	Interest Level
Manager-Disco	30%	20%	24%	35%
Police Lieutenant	30	20	19	37
Executive Chef	43	30	51	35
Lead Mechanic-car dealership	32	32	33	36
Resort Management	32	22	25	35
Pilot	50%	42%	64%	58%
Foreman-Construction	17	18	43	31
Hospital Food Service Manager	33	26	32	33
Manager-exclusive clothing store	37	31	41	28
Manager-fast food resturant	26	17	18	22
Fire Chief	21%	18	18%	33%
Manager-gourmet restaurant	48	26	42	35
Service Station Manager	22	12	26	31
Country Club Manager	50	25	45	35
Manager-computer gaming center	31	18	18	36
Management Trainee- Hotel Corporation	29%	20%	22%	23%
Manager-discount clothing store	15	22	16	15
Food Service Manager-steamship liner	34	27	31	38
Warehouse Manager	16	11	24	13
Manager-theme resturant	20	15	19	27
Head Nurse	37%	32%	32%	43%
Cafeteria Manager	15	19	25	24
Recquetball Club Manager	37	24	25	35
Airline Catering Manager	31	22	22	29
Hardware Store Manager	25	20	24	25
Motel Manager	28%	22%	20%	23%
Coffee Shop Manager	22	22	20	22
College Food Service Manager	18	27	24	19
Plant Store Manager	26%	27%	21%	34%
Management Trainee-retail	24	15	21	25
Computer Programmer	50	37	53	49

TABLE 5
INTEREST IN JOBS INCLUDED ON OCCUPATIONAL INTEREST SURVEY

Jobs Most Often Chosen	
Females (N=78)	Males (N=61)
Resort Management (N=27, 35%)	Pilot (N=30, 49%)
Nurse (N=20, 26%)	Computer programmer (N=19, 31%)
Pilot (N=19, 24%)	Resort Management (N=17, 28%)
Manager-exclusive clothing store (N=18, 23%)	Racquetball Club Manager (N=11, 18%)
Manager-racquetball club (N=16, 21%)	Foreman-construction (N=10, 16%)
Computer Programmer (N=16, 21%)	Police Lieutenant (N=7, 11%)
Country Club Manager (N=13, 17%)	Country Club Manager (N=7, 11%)
Plant Store Manager (N=13, 17%)	Manager-disco (N=6, 10%)
Management Trainee-retail (N=9, 12%)	Manager-exclusive clothing store (N=6, 10%)
	Food Service Manager-steamship (N=6, 10%)
Jobs Least Often Chosen	
Service Station Manager (N=0, 0%)	Hospital Food Service Manager (N=0, 0%)
Warehouse Manager (N=0, 0%)	Coffee Shop Managerr (N=0, 0%)
Hardware Store Manager (N=0, 0%)	College Food Service Manager (N=0, 0%)
Coffee Shop Manager (N=0, 0%)	Manager-fast food restaurant (N=1, 2%)
College Food Service Manager (N=0, 0%)	Service Station Manager (N=1, 2%)
Lead Mechanic-car dealership (N=1, 1%)	Management Trainee-hotel corporation (N=1, 2%)
Foreman-construction (N=1, 1%)	Manager-discount clothes store (N=1, 2%)
Manager-fast food restaurant (N=1, 1%)	Cafeteria Manager (N=1, 2%)
Manager-computer gaming center (N=2, 3%)	Hardware Store Manager (N=1, 2%)
Executive Chef (N=3, 4%)	Motel Manager (N=1, 2%)
Hospital Food Service Manager (N=3, 4%)	Manager-computer gaming center (N=2, 3%)
Management Trainee-hotel corporation (N=4, 5%)	Warehouse Manager (N=2, 3%)
Motel Manager (N=4, 5%)	Airline Catering Manager (N=2, 3%)
	Executive Chef (N=3, 5%)
	Plant Store Manager (N=3, 5%)

Note.--Respondents were asked to choose the three jobs from the list of 31 on the survey that would interest them most.

TABLE 6

GENERAL IMPRESSIONS OF FOOD SERVICE INDUSTRY

Question	Sex of Respondent		
	Female	Male	Overall
Have worked in food service			
Yes	56%	74%	64%
less than 3 months	(6)	(6)	(6)
3 - 6 months	(13)	(15)	(14)
7 - 11 months	(10)	(10)	(10)
1 - 2 years	(12)	(18)	(15)
3 - 5 years	(14)	(23)	(18)
6 + years	(1)	(2)	(1)
No	44%	26%	36%
Types of jobs held			
Counter-fast food	30%	9%	20%
Waiter/Waitress/Host	28	11	20
Fry cook	2	25	14
Other	40	55	46
Experience in food service			
Positive	50%	28%	39%
Negative	50	72	61
Would consider career in food service			
Yes	22%	25%	23%
No	78%	75%	77%

APPENDIX

SURVEY INSTRUMENT

OCCUPATIONAL INTEREST SURVEY

The staff at Johnson County Community College are interested in knowing how students feel about various types of occupations. Please help us by answering the following questions as carefully and honestly as possible. We sincerely appreciate your help.

1. What is your age? _____

2. What is your sex? _____Female _____Male

3. Are you currently employed?

   _____Yes _____Hours worked per week.

   _____No

4. What is your job?

5. Do you intend to change jobs within the next five years?

   _____Yes, to a job in the same field._____
   (please specify job)

   _____Yes, to a different type of job._____
   (please specify job)

   _____No.

6. Briefly describe what you feel are the most important things you will look for in a career.

7. On the following page is a list of jobs which we would like you to rate in terms of the following characteristics. These four characteristics are explained below:

WORKING CONDITIONS - How does the working environment for this job compare to most other jobs? Is the place of work more pleasant or less pleasant than for most other jobs?

HOURS - How do the times you would be required to work in this job compare to the required working times for most other jobs.

PAY - How does the pay for this job compare with the pay for other jobs? Would person doing this job make more money or less money than people in most other jobs?

INTEREST LEVEL - How interesting do you think this job would be compared to most other jobs? Would it have more or less variety? Would it be more challenging or less challenging?

In rating these characteristics please circle the appropriate number using the scale below:

1 = EXCELLENT, much better than most jobs.
2 = GOOD, better than most jobs.
3 = AVERAGE, about the same as most jobs.
4 = BELOW AVERAGE, worse than most jobs.
5 = POOR, much worse than most jobs.

JOBS	Working Conditions	Hours	Pay	Interest Level
Manager - Disco	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Police Lieutenant	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Executive Chief	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Lead mechanic in a car dealership	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Resort management	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Pilot	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Foreman - Construction	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Hospital food service manager	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Manager of exclusive clothing store	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Manager of fast food restaurant	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Fire Chief	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Manager of gourmet restaurant	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Service station manager	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Country club manager	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Manager of a computer gaming center	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Management trainee for a hotel corporation	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Manager for discount clothes store	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Food service manager for steamship liner	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Warehouse manager	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Manager of theme restaurant (e.g., Sam Wilson's, Steak & Ale)	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Head nurse	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Cafeteria manager	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Racquet ball club manager	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Airline catering manager	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Hardward store manager	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Motel manager	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Coffee shop manager	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
College food service manager	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Plant store manager	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Management trainee in large retail sales company	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Computer programmer	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5

8. Of the jobs listed above, which three would be of most interest to you?

1._____ 2. _____ 3. _____

9. Have you ever worked in the food service industry?

_____ Yes

How long?_____

In what job?_____

Briefly describe your experience:

10. Would you consider a career in the food service business?

_____ Yes; in what types of jobs?

_____ No; why not?

THANKS FOR YOUR HELP!

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